TASK ORDER:
GST0010AJ0063

Puget Sound Naval Shipyard & Intermediate Maintenance Facility (PSNS & IMF)
Network and Software Engineering Support

in support of:

U.S. Navy
Puget Sound Naval Shipyard

issued to:
Booz Allen Hamilton
Alliant
Contract: GS00Q09BG0019

issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Sts., NW
Suite 3100
Washington, DC 20405-0001

FEDSIM Project Number 29083NAM

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section C of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

C.1   BACKGROUND

C.1.1   PURPOSE

The purpose of this effort is to provide Puget Sound Naval Shipyard & Intermediate Maintenance Facility (PSNS & IMF) with Information Technology (IT) support for Continental United States (CONUS) and Outside Continental United States (OCONUS) systems not covered under the Navy's Navy Marine Corps Internet (NMCI) contract. NMCI currently provides desktop, fileshare and network support for CONUS computer users. This effort does not include NMCI supported services.

C.1.2   BACKGROUND

PSNS & IMF is focused on providing customers with quality, timely and cost efficient maintenance, modernization, and technical and logistics support. PSNS & IMF has sites in Bremerton, Bangor, Everett, San Diego, and, Japan and wherever its workers go to fix ships. Additional OCONUS sites may be implemented in the future. PSNS & IMF employs more than 10,000 engineering and industrial personnel (7,500 computer users) and serves as a major maintenance depot for the U.S. Navy.

PSNS & IMF proactively maintains an IT architecture that supports users on a real time basis to include access to needed corporate information from NMCI workstations for CONUS and Government owned workstations for CONUS and OCONUS.

IT support for PSNS & IMF is blended. Government personnel work side by side with contractor staff to maintain PSNS & IMF IT systems.

C.1.3   AGENCY MISSION

PSNS & IMF's mission is one team ensuring freedom by fixing ships and supporting the warfighter.

C.1.4   CURRENT IT/NETWORK ENVIRONMENT

PSNS & IMF is responsible for the design, implementation, maintenance and management of all networks and communications on the PSNS & IMF Naval complex and remote sites that is not covered by the Navy's NMCI contract. The PSNS & IMF LAN is a general support sensitive unclassified network that operates in the UNIX and Windows environments. The network provides office automation tools to PSNS & IMF administrative, investigative, analytical, technical, and production personnel in carrying out their mission-related functions. Administrative support is facilitated through the use of commercial off-the-shelf (COTS) products and government off-the-shelf (GOTS) applications (locally developed applications and

corporate applications). The PSNS & IMF LAN provides access to information resources via commercially obtainable equipment (COE) including communication equipment, servers, workstations, and peripherals. This environment supports OCONUS infrastructure providing network connectivity to approximately 300 OCONUS workstations.

C.2   SCOPE

PSNS & IMF services a broad and constantly changing client base (CONUS and OCONUS) with diverse IT requirements. Just as the client's base is fluid, so are the client's requirements and the IT products available to answer those requirements. The scope of this effort includes all facets of computer, network, and communications hardware and software technology, products and systems not covered under the Navy's NMCI contract. The contractor is not be responsible for the development and maintenance of IT processes and procedures.

C.3   OBJECTIVE

The primary objectives of this task order are to provide continuing IT integration and technical support to PSNS & IMF including remote sites and detachments to meet mission requirements.

C.4   TASKS

    Task 1 - Transition
    Task 2 – Program Management
    Task 3 – Network Support
    Task 4 – Applications Management
    Task 5 – Applications Operations Support
    Task 6 – Systems Administration
    Task 7 – Information Assurance & Security Engineering
    Task 8 – Customer Support Services
    Task 9 – Comptroller Support
    Task 10 – Other PSNS & IMF Support
    Task 11 – Surge Support -Optional

C.4.1   TASK 1 - TRANSITION

C.4.1.1   SUBTASK 1 – TRANSITION IN

A transition shall ensure minimum disruption to vital Government business. The contractor shall ensure there will be no service degradation during and after transition. The contractor shall propose a draft Transition Plan and present a finalized Transition Plan for the migration of current systems and operations within five (5) working days after award.

C.4.1.2 SUBTASK 2 –TRANSITION OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /government personnel at the expiration of the Task Order.

The contractor shall provide a Transition-Out Plan NLT ninety (90) days prior to expiration of the Task Order. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:
- Project management processes,
- Points of contact,
- Location of technical and project management documentation,
- Status of ongoing technical initiatives,
- Appropriate contractor to contractor coordination to ensure a seamless transition,
- Transition of key personnel,
- Identify schedules and milestones,
- Identify actions required of the Government, and
- Establish and maintain effective communication with the incoming contractor/ Government personnel for the period of the transition via weekly status meetings.

C.4.2   TASK 2 –PROGRAM MANAGEMENT

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name, who shall provide management, direction, administration, quality assurance, and leadership of the execution of this Task Order.

C.4.2.1   SUBTASK 1 – COORDINATE PROJECT KICKOFF MEETING

The contractor shall schedule, coordinate and provide an agenda for the Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the Task Order. The meeting will provide the opportunity to discuss technical, management, security issues, travel authorization, and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR). The contractor shall provide the following at the kickoff meeting:

- Transition Plan,
- Final Quality Control Plan, and
- PMP.

C.4.2.2   SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor Program Manager shall develop and provide an MSR, using MS Office Suite applications, by the 10th of each month via electronic mail to the Client Representative (CR) and the COR. The MSR shall include the following:

- Activities during reporting period, by task (Include: On-going activities, new activities, completed activities, progress to date on all above mentioned activities). Start each section with a brief description of the task,
- Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them,
- Personnel gains, losses and status (security clearance, etc.),
- Government actions required,
- Schedule (Shows major tasks, milestones, and deliverables, planned and actual start and completion dates for each),
- Summary of trips taken, conferences attended, etc. (Attach trip reports to the MSR for reporting period),
- EVM statistics,
- Accumulated invoiced cost for each CLIN up to the previous month,
- Projected cost of each CLIN for the current month,
- Comparison data / monthly performance reports, and
- Contractor performance metrics.

C.4.2.3 SUBTASK 3 - PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall describe the proposed management approach. The PMP shall include milestones, tasks, and subtasks required in this Task Order. The PMP shall provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships with Government organizations. The PMP shall include the contractor's Quality Control Plan (QCP).

The PMP is an evolutionary document. It shall be updated yearly. The contractor shall work from a Government approved PMP. The contractor shall work from a new version of the PMP once approved by the Government.

C.4.2.4 SUBTASK 4 – PREPARE TRIP REPORTS

The Contractor shall provide the Government with a Trip Report five (5) days after the travel is completed. The contractor shall identify the travel, to include: the name of the employee, location of travel, duration of trip, POC at travel location, task that the travel supports, benefit to the Government, accomplishments/lessons learned, and itemized listing of expenses, both planned and actual.

C.4.2.5 SUBTASK 5 – UPDATE QUALITY CONTROL PLAN (QCP)

The contractor shall update the QCP submitted with their proposal and provide a final QCP. The contractor shall periodically update the QCP as changes in program processes are identified.

C.4.2.6 SUBTASK 6 – SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all EIT (Electronic Information Technology) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

C.4.2.7 SUBTASK 7 – IN-PROGRESS REVIEWS (IPR)

The contractor shall conduct Monthly In-Progress Review Meetings to discuss program, project and service status, existing or potential problems, and projected tasks and milestones. In addition, the contractor shall provide updates to the PMP at the IPR. The contractor shall provide the FEDSIM Contracting Officer Representative (COR) and the PSNS & IMF Technical Point of Contact an e-mail three (3) business days before the meeting containing the agenda for the meeting and any materials that will be discussed during the meeting. The contractor shall publish the minutes for each IPR by the close of business the following day.

C.4.3 TASK 3 — NETWORK SUPPORT

This includes support for workstations, servers, peripherals, and other telecommunications devices. The contractor shall support the following functions necessary to ensure that the Navy's IT systems at PSNS & IMF are operational and available to the users. Activities shall include, but are not limited to, operational, maintenance, and administrative tasks that are not covered under the NMCI contract:

- Add, change, remove station cables from concentrators and patch panels, and maintain correct labeling of station cables,
- Provide Local Area Network (LAN)/system hardware and software support, and
- Implement and monitor Navy security policies.

C.4.3.1 SUBTASK 1 - NETWORK MAINTENANCE

Following existing network design and procedures, the contractor shall install, operate, maintain, and configure all network infrastructure systems to include fiber optics, switches, hubs, routers, and other required equipment to provide data connectivity to and from all Navy activities operated or supported by PSNS & IMF with minimal interruption of services.

C.4.3.2 SUBTASK 2 - CABLE PLANT SUPPORT

The contractor shall perform site surveys of PSNS & IMF, in accordance with PSNS & IMF processes and procedures (provided at time of award), for the infrastructure not supported under the Navy's NMCI contract. Recommendations for placement and installation of the cable plant,

type of cabling, and maintenance support requirements of cabling (located both indoors and outdoors) will be required. The contractor shall deliver a final Site Survey Report.

The contractor shall install, test, evaluate, certify to industry standards, maintain, and repair all cable plant facilities to operational requirements. Documentation such as Cable Plant Upgrade Design Documentation, Cable Plant Upgrade Design Drawings, Cable Plant As Built LAN Upgrade Design Drawings, Maintenance and Repair Status Reports, Configuration Management Documentation, Operational Manuals, and Engineering Data, will be delivered as required. Cable plant support is required eight (8) hours per day, five (5) days per week for contractor personnel. Hours may need to be adjusted or extended based on fluctuating workload and project needs. Additionally, the contractor shall transport equipment to required PSNS & IMF locations.

C.4.4   TASK 4 – APPLICATION MANAGEMENT

There are two major categories of application management personnel. The first category is personnel that provide support to shipyard enterprise applications. Also known as corporate applications, they are developed by a central design agent for all shipyards to locally manage and operate. Of the current 30 corporate applications, approximately 7% are currently managed by contract support. The second category is personnel that provide support to locally developed and maintained applications. Of the current 90 locally developed applications, approximately 30% are managed by contract personnel. Technology for locally developed applications include, but are not limited to, Microsoft .NET (dot net) Framework , ColdFusion, SharePoint (WSS/MOSS), Visual Studio, C++, CSS, Oracle and SQLServer RDBMS, etc.

The contractor shall:

- Plan, schedule, and manage the implementation of Commercial Off-The-Shelf (COTS) software and Government Off-The-Shelf software (GOTS),
- Manage and install routine and regularly scheduled COTS/GOTS updates,
- Prepare test and implementation plans for COTS/GOTS updates,
- Execute and validate COTS/GOTS requirements and specifications including batch and interface processes during application release testing,
- Continuously examine and evaluate the COTS/GOTS data interface and batch processes, proposing technically feasible improvements to automation that will benefit the shipyard,
- Troubleshoot COTS/GOTS application anomalies,
- Work with internal departments as well as outside activities and agencies diagnosing and resolving problems in response to user reported incidents, customer functional issues, technical problems, questions, or concerns,
- Provide user account management consisting of:
  - o Creation,
  - o Password resets,
  - o Modifications,
- Assist user community creating and maintaining reports,
- Assist PSNS & IMF departments and external commands in answering data calls,

- Develop and maintain data processing schedules following the requirements of PSNS & IMF applications, Oracle Database Administrators (DBA), Solaris System Administrator (SAs), PSNS & IMF departments and external commands,
- Provide analysis, design, evaluation, and programming support for IT systems deployed locally at PSNS & IMF,
- Provide analysis, design, evaluation, programming, and support for Web-based systems deployed at PSNS & IMF,
- The contractor shall provide complete documentation on all developed or modified systems, including but not limited to user and maintenance documentation, and insertion of imbedded program comments,
- Maintain working knowledge of Navy standard software,
- Troubleshoot, resolve, and document inquiries and report possible discrepancies in corporate data and associated output,
- Issue passwords and maintain password database(s),
- Provide data administration and ad-hoc reporting functions, and
- Manage CAD/CAM Software.

C.4.5 TASK 5 – APPLICATIONS OPERATIONS SUPPORT

Applications Operations support includes maintaining data, processing schedules, monitoring batch processes and interfaces, and executing daily and nightly batch job runs for GOTS Systems. Computer Operations Centers are operated at both the Bremerton and Bangor sites. The Bremerton site requires a continual presence during swing and graveyard shifts, seven (7) days a week, 365 days a year. A majority of operations procedures require a second set of eyes to ensure parameters are correctly entered prior to job execution. The Bangor site requires a continual presence five (5), days a week, Monday – Friday, for a minimum of 13 hours per day. Both sites require sufficient staffing to account for operator personnel absences (e.g., vacation, sickness, etc).

The Contractor shall:
- Develop and maintain data processing schedules following the requirements of PSNS & IMF application managers, database administrators, departmental POC (point of contact), and external commands,
- Execute interface and batch processes for local and corporate applications,
- Monitor batch processes and interfaces to successful completion,
- Capture, troubleshoot, and/or report any anomalies of application, batch, interface, or system failures,
- Analyze, code, and coordinate daily settings of process control codes and designators for Payroll/Cost and MAT (Material) applications for daily batch jobs,
- Monitor server status, utilizing provided software tools, and report anomalies to the correct POC, and
- Operate data processing printing equipment for work documents including the scheduling and distribution of print jobs.

C.4.6 TASK 6 – SYSTEMS ADMINISTRATION

System administration consists of the planning and coordinating installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.   System administration includes assisting in the following:

- Manage accounts and access to systems and equipment,
- Manage systems resources including performance, capacity, availability, serviceability, and recoverability,
- Implement security procedures and tools,
- Develop and document systems administration standard operating procedures,
- Resolve hardware/software interface and interoperability problems,
- Ensure systems availability, functionality, integrity, and efficiency,
- Maintain systems configuration,
- Manage the installation and integration of systems fixes, updates, and enhancements,
- Ensure the rigorous application of information security and information assurance policies, principles, and practices in the delivery of systems administration services,
- Maintain configuration documentation of systems and equipment,
- Update disaster recovery documentation,
- Maintain, monitor, and performance tuning (Balancing the load on the servers)
- Data backup and recovery,
- Maintain the environment of computer data center(s) (temperature, humidity, cleanliness, etc.),
- Monitor and analyze audit logs, report any irregularities,
- Monitor server disk storage (by user and by program) including temporary storage requirements (print queues, etc.),
- Archive and delete unneeded files,
- Recover disk space from deleted users,
- Maintain structure of rights for accounts and groups, and
- Perform system back-up functions on a daily, weekly and monthly basis as required.

C.4.7   TASK 7 – INFORMATION ASSURANCE

The contractor shall review existing PSNS & IMF security policies and procedures, whether formal or informal. The contractor shall work closely with the PSNS & IMF Information Assurance Manager (IAM) and staff to develop formal policies and procedures to facilitate the protection of U.S. Government sensitive unclassified and classified information and the security of the various PSNS & IMF information systems and networks. The contractor shall review existing PSNS & IMF, Naval Sea Systems Comment (NAVSEA), Department of Defense (DoD) and Department of Navy (DON) policies, procedures and guidelines and shall draft appropriate policy documents for implementation across the PSNS & IMF enterprise as directed by the IAM. The contractor shall assist appropriate government personnel in determining information assurance (IA) requirements, aid in the development of policies and procedures for implementation, and provide support in implementing these mechanisms and processes to ensure that the policies can be enforced. This includes Information Assurance Vulnerability Alert (IAVA) tracking, IA awareness training, System Administrator certification, and all other

activities that contribute to the successful implementation of the full range of IA policies, procedures, and guidelines. The contractor shall:

- Provide on-site technical support for the PSNS & IMF Information Assurance Manager (IAM),
- Prepare weekly highlights, monthly and ad-hoc reports for management,
- Upon request provide information security analysis services to the PSNS & IMF IAM,
- Assist PSNS & IMF in preparing Certification & Accreditation (C&A) documentation for submission to the Designated Approving Authority (DAA).
- Utilize DoD standard software tools to conduct vulnerability scans of all equipment on the PSNS & IMF network for vulnerabilities to ensure sound security configurations,
- Assist systems administrators in implementing corrective actions required as a result of vulnerabilities uncovered during system scans,
- Maintain a tracking log for all Electronic Spillage activity across the PSNS & IMF enterprise,
- Support Information Assurance (IA) strategic planning activities to evaluate services provided to the PSNS & IMF Enterprise through assessment of priorities and risks,
- Maintain the C&A package repository,
- Develop and maintain the C&A accreditation status tracking database, used to record the present status of all PSNS & IMF accreditation packages as well as storing/archiving information on accreditations already received and systems that have since been inactivated, and
- Assist with the destruction of removable media generated at PSNS & IMF.

C.4.8 TASK 8 – CUSTOMER SUPPORT SERVICES

Customer support services include the PSNS & IMF IT Tier 1 Help Desk which requires 24 x 7 coverage, requiring a minimum of three employees per shift. Other customer support services require other personnel to work normal day shifts. The contractor shall assist in providing on-site PSNS & IMF IT customer support services for all CONUS and OCONUS users, including, but not limited to, the following:
- Troubleshooting,
- Equipment technical evaluation,
- Password resets,
- Account management,
- IT user training,
- Waterfront project support,
- IT asset inventory,
- Requests for IT services (moves, adds, changes (MACs), Remedy tickets, NMCI trouble tickets, etc.),
- Data input requests for NMCI services,
- Administration and Management of Global Groups, Distribution Lists, Public Folders,
- Account Management,
- Material inventory & metrics,
- Remedy Accounts,

- Manage the IT hardware lifecycle management program including: excessing hard drives, end-of-life IT equipment and maintaining chain-of-custody transaction records,
- Manage the printer consumables program, including: replacing consumables, maintaining a consumables inventory, and providing printer consumable ordering information based on inventory and usage metrics,
- Support the cell phone program by issuing cell phones, Blackberries, and accessories; troubleshooting cell phone problems; and maintaining inventory listings that identify equipment assignments,
- Maintain an inventory of laptops to include issuing and receiving,
- Install, remove or change workstations, printers, scanners, and
- Issue passwords and maintain password database(s).

C.4.9   TASK 9 – COMPTROLLER SUPPORT

The contractor shall assist the Comptroller Department at PSNS & IMF, during normal business hours, with data input and data validation for Shipyard Cost Database (COST), Supervisor's Desk (SUPDESK) (Timekeeping), and Defense Travel System (DTS) applications.

C.4.10   TASK 10 – OTHER PSNS & IMF SUPPORT

The contractor shall provide support to other PSNS & IMF activities as described below.

C.4.10.1   SUBTASK 1 - SAN DIEGO AREA SUPPORT

The contractor shall provide on-site customer support services specialists for both classified and unclassified IT systems and supporting infrastructure. The contractor shall assist PSNS & IMF by providing on-site support at the San Diego area locations supporting Navy Nuclear Propulsion Program Network (NNPP) including Communication Security (COMSEC). The required support shall include: communications support, server configuration and maintenance, COMSEC support, and desktop support. Support is required eight (8) hours per day, five (5) days per week for personnel. Hours may need to be adjusted or extended based on fluctuating workload and project needs.

C.4.10.2   SUBTASK 2 - OCONUS SUPPORT

The contractor shall provide a single on-site support services specialist to include basic network administration (including inside and outside cable plant), basic network server administration and customer support for ship maintenance and repair activities at the PSNS & IMF detachment located in Yokosuka, Japan. Government oversight and contractor augmentation will be provided during peak workload events.

C.4.10.3   SUBTASK 3 - NAVY ENTERPRISE MAINTENANCE AUTOMATED INFORMATION SYSTEMS (NEMAIS) AND REGIONAL MAINTENANCE AUTOMATED INFORMATION SYSTEMS (RMAIS) ADMINISTRATION

The contractor shall provide assistance with NEMAIS Disaster Recovery (DR) and provide all functions associated with RMAIS Administration and Management. The contractor shall work in conjunction with PSNS & IMF IT personnel to ensure the systems, applications, data integrity, and connectivity are maintained at all times. The following is a summary of services the contractor shall provide in performance of this task.

- Ensure that the systems are operationally available 24x7x365,
- Ensure backups are completed in accordance with technical requirements identified in the NEMAIS and RMAIS procedures,
- Operate and monitor all systems associated with the NEMAIS DR and RMAIS hardware,
- Cycle or restart system application products at the request of NEMAIS and RMAIS Technical Staff,
- Maintain daily database logs as directed using the Tivoli Storage Manager, and
- Eject, package, and ship media to NEMAIS Technical staff as directed.

C.4.11   TASK 11 – SURGE SUPPORT (OPTIONAL)

Based on the nature of U.S. Navy ship maintenance, there may be a need for emergency repairs or a shift or increase in workload (Wartime requirements, etc.) to meet National Security requirements. Operations and maintenance changes in the Navy's network system may also result in an increase in workload. The contractor shall be prepared to provide CONUS or OCONUS support for unanticipated surge support requirements for all identified tasks within the Task Order.

C.4.12   TASK 12 – 4RMC

The Contractor shall provide the design, implementation, infrastructure, maintenance, and management of the 4RMC suite of applications. The following is a summary of services the contractor shall provide in performance of this task.

Windows System Administration/CITRIX/VM - including but not limited to:
- Build, maintain, troubleshoot, and repair Windows server hardware and software
- Monitor and manage use of disk space, permissions, and connections
- Perform physical and data security
- Maintain server backups for disaster recovery
- Monitor server performance and tune as necessary
- Develop and maintain Windows server documentation
- Maintain Domain system policies to administratively enforce application and security setting for users and computers
- Assist in the enforcement of the Naval Shipyard Corporate Network (NSCN) INFOSEC Policy with minimum impact to the daily Shipyard business
- Protection of FOUO, PII and Business Sensitive Data
- Change and configuration management
- Manage shared network applications

- Provide processes for increased functionality of centralized administration of Windows clients
- Provide technical support for Windows server related issues
- Anti-Virus Administration

UNIX System Administration - including but not limited to:
- Manage UNIX Server user accounts
- Monitor system performance and tune as necessary
- Schedule and Perform system backups (Operating system and Oracle database)
- Perform physical and data security
- Maintain operating system and software
- Build, maintain, troubleshoot, and repair UNIX server hardware and software
- Develop and maintain system documentation
- Maintain server backups for disaster recovery
- Assist in the enforcement of the Naval Shipyard Corporate Network (NSCN) INFOSEC Policy with minimum impact to the daily Shipyard business
- Protection of FOUO, PII and Business Sensitive Data
- Setup, configure, manage and maintain components of the NSCN INFOSEC Boundary (Firewall, etc.)
- Change and configuration management
- Provide technical support for UNIX server related issues

Production Operations Support - including but not limited to:
- Develop and maintain data processing schedules following the requirements of Application users, ORACLE DBAs, and external commands
- Develop and maintain data processing schedules following the requirements of Application users, ORACLE DBAs, and external commands.
- Execute interfaces and batch processes for local and corporate applications.
- Monitor batch processes and interfaces for successful completion.
- Capture, troubleshoot, and/or report any anomalies of application, batch, interface or system failures.
- Analyze, code, and coordinate daily settings of process control codes for payroll / cost applications, and MAT designators for daily batch.

Application Managers- including but not limited to:

- Ensure the integrity of data housed in the corporate databases.
- Provide problem resolution and corrective action to ensure data integrity.
- Manage and install routine and regularly scheduled application releases, interface, batch processes.
- Prepare test and implementation plans for application releases, interface, batch processes.
- Executes / Validates batch processes and interfaces during application release testing.

- Troubleshoot Corporate Application anomalies
- Continuously examine and evaluate the data interface and batch process, proposing technical feasible approaches and making recommendations regarding a more effective and efficient approach to automation.
- Plan, schedule and manage the implementation of the following types of software applications:
- Corporate and other non-locally developed software
  Commercial Off-The-Shelf (COTS) software and Government Off-The-Shelf software (GOTS)
- Web and Rapid Application Development (RAD) software for local shipyard development
- Coordinates Application User Functional Groups
- Works with outside activities and agencies diagnosing and resolving problems in response to user reported incidents, customer functional issues, technical problems, questions or concerns
- Prepare and submit Software Trouble Record (STR), Engineering Change Proposal (ECP), System Improvement Request (SIR), Data Modification Request (DMR) and Software Problem Correction Request (SPCR) to the appropriate Central Design Agencies.
- Software Application Testing and Troubleshooting Coordination
- Software Application Administration, Routine Maintenance and Data Management.

Oracle Database Administration- including but not limited to:
- Ensure the recoverability and accessibility of all databases
- Manage database backup & recovery processes
- Database design (General, Logical, Physical)
- Database creation, database maintenance
- Oracle software maintenance
- Database security
- Resolve daily problems and troubleshooting

Network Engineering and Support- including but not limited to:
- Manage and Monitor all components that form the LAN cable plants
- Plan, Design and Manage the installation of all expansions or modifications of the Fiber Optic or Twisted Pair cable plant
- Plan, Procure and Install upgrades on the cable plant and transport electronics
- Perform Fault isolation and repair on the cable plants.
- Plan, Procure, and Install all necessary modular walls, office furnishings, furniture, and electrical capability required to sustain the support and management of the 4RMC Application Suite.

IT Help Desk - including but not limited to:

- Password Resets/Unlock Account For: AIM, AIMxp, COST, JEDMICS, LHIS, MAT, MRQT, Payroll, Planning Yard, PSNS Legacy, QDB, RIPP, SABRS, SUPDESK
- Answer trouble calls and try to resolve if not able to resolve then the IT Help Desk will prepare trouble ticket, route ticket to the appropriate support group, track progress and inform user of status.